List of Appendices

Questionnaire

Dear employee,

In order to continuously improve the impact of “human capital in crisis management” the questionnaire has been developed to gather feedback about that; this is a questionnaire that measures "the impact of human capital in crisis management" in the Health and Interior Ministries, in the Hashemite Kingdom of Jordan.

Please fill in the questionnaire as per your convenience, your participation is much appreciated and your answers will be treated confidently and will be used for academic purpose only, The questionnaire should take approximately 15 minutes to complete, your responses are completely anonymous.

All my appreciation and respect

Researcher: Saed Akram Mohammad Al-Suhimat.
Personal Information:

Gender:  [ ] male  [ ] female

Age:  [ ] 20-30 years  [ ] 30-40 years  [ ] 40-50 years  [ ] 50 and above

Social status:  [ ] single  [ ] Married

Educational qualification:  [ ] High school  [ ] diploma  [ ] BA  [ ] Postgraduate

Experience:  [ ] 5-10 years  [ ] 10-15 years  [ ] 15-20 years  [ ] 02 and above

Please select your level of agreement with the below written facts and tick ☑ in the desired box:


H1: Leadership Practices directly influences the efficiency of Crisis Management Activities in Jordanian Health and Interior Ministries

1. Proper communication from the leaders may help to manage the crisis situations

   1.  2.  3.  4.  5.

2. The management style followed by the managers are the important part of the crisis management

   1.  2.  3.  4.  5.

3. The motivational activities of the managers have an important role on crisis management

   1.  2.  3.  4.  5.

4. The behavior of the managers has a crucial role in the management of the crisis

   1.  2.  3.  4.  5.
5. The decision-making criteria used by the leaders have an important part in the crisis management

1. □ 2. □ 3. □ 4. □ 5. □

**H2: Workforce Optimization** directly influences the efficiency of Crisis Management Activities in Jordanian Health and Interior Ministries

6. Proper job assigning is helpful for managing the crisis

1. □ 2. □ 3. □ 4. □ 5. □

7. Selection of the employees is an important part of the crisis management

1. □ 2. □ 3. □ 4. □ 5. □

8. Efficiency of the workforce plays an important role in crisis management

1. □ 2. □ 3. □ 4. □ 5. □

9. Maintenance of the workplace legislation has an important role in crisis management

1. □ 2. □ 3. □ 4. □ 5. □

10. Personal understanding among the workforces is a crucial part of the crisis management

1. □ 2. □ 3. □ 4. □ 5. □

**H3: Knowledge Accessibility** directly influences the efficiency of Crisis Management Activities in Jordanian Health and Interior Ministries

11. Understanding the job roles helps to manage the crisis situations

1. □ 2. □ 3. □ 4. □ 5. □
12. Proper understanding of the organizational goals is helpful for managing the crisis management

1.  
2.  
3.  
4.  
5.  

13. Having proper knowledge regarding the decision making aspects helps to manage the crisis situations

1.  
2.  
3.  
4.  
5.  

14. Understanding the organizational culture the management is helpful for managing crisis

1.  
2.  
3.  
4.  
5.  

15. Detailed knowledge about the crisis and proper management skills is helpful for managing the crisis situations

1.  
2.  
3.  
4.  
5.  

$H_4$: Employee Engagement directly influences the efficiency of Crisis Management Activities in Jordanian Health and Interior Ministries

16. Employee employer relationship plays a vital role in crisis management

1.  
2.  
3.  
4.  
5.  

17. Engagement of the employees in the decision making activities plays an important role in the crisis management

1.  
2.  
3.  
4.  
5.  

18. Engagement of the employees in the organizational legislations development helps to manage the crisis

1.  
2.  
3.  
4.  
5.  

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19. Engagement of the employees in the problem solving activities helps to manage the crisis situations

1.  2.  3.  4.  5.

20. Participation of the employees in the HR policies helps to manage the crisis efficiently

1.  2.  3.  4.  5.

H5: Learning Capacity directly influences the efficiency of Crisis Management Activities in Jordanian Health and Interior Ministries

21. The availability of learning opportunities to the employees can help to efficiently handle the crisis situation

1.  2.  3.  4.  5.

22. Effective learning environment for the employees is helpful for crisis management

1.  2.  3.  4.  5.

23. Efficiency of the learning materials has a significant role in crisis management

1.  2.  3.  4.  5.

24. The learning ability of the employees has an important role in crisis management

1.  2.  3.  4.  5.

25. The ability of the trainers plays a vital role in crisis management

1.  2.  3.  4.  5.
H_0: Human Capital Management directly influences the efficiency of Crisis Management Activities in Jordanian Health and Interior Ministries

26. Managing the human resources properly helps to manage the crisis

1. [ ]  2. [ ]  3. [ ]  4. [ ]  5. [ ]

27. Motivating the human resources helps to efficiently manage the crisis situations

1. [ ]  2. [ ]  3. [ ]  4. [ ]  5. [ ]

28. Professional development of the human resources plays an efficient role in the crisis management

1. [ ]  2. [ ]  3. [ ]  4. [ ]  5. [ ]

29. Reward and recognition to the employees helps to manage the crisis situations

1. [ ]  2. [ ]  3. [ ]  4. [ ]  5. [ ]

30. Proper assistance to the human resources helps to manage the crisis situation

1. [ ]  2. [ ]  3. [ ]  4. [ ]  5. [ ]

Thanks for your cooperation.

Researcher: Saed Akram Mohammad Al-Suhimat.